

Communication at work

1 Day

Want to boost your influence? Learn four steps for becoming a high impact communicator. Get great results when you communicate with colleagues, managers and clients, by using the LAST formula. Learn to adapt your communication style to your situation. Speak engagingly. Listen accurately. Get your message across professionally. Master practical techniques and become a model communicator.

What you'll learn to do in this course

You'll come out of this session with powerful tools for communicating at work. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Take an assertive approach to communication
- Use the LAST formula to structure communication
- Use active listening skills
- Deliver an assertive message
- Work collaboratively with diverse personality types

Topics you'll cover

- Your brain and communication
- Make your message LAST
- Practical activity
- Listening actively
- Setting boundaries
- Practical activity
- Team communication

“think
learn?
succeed”

“Smart training for clever people”

What others have said
about the course...

“I thought I knew a lot about customer service but there were a lot of new things to think about!”

“It's great. I have learnt how to speak positively.”

“Very interesting and well researched.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au